

Fig 1

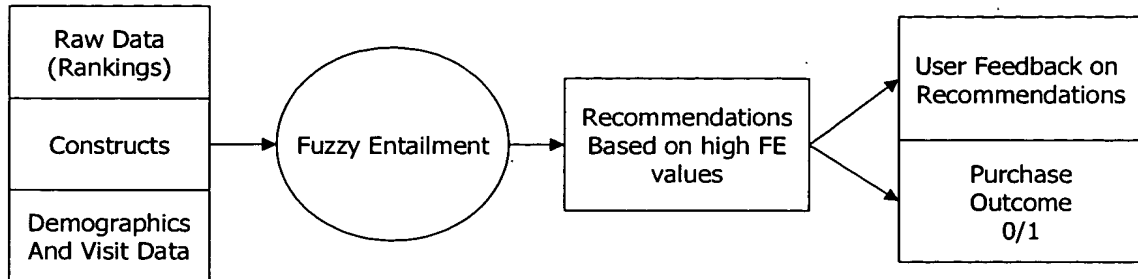


Fig 2

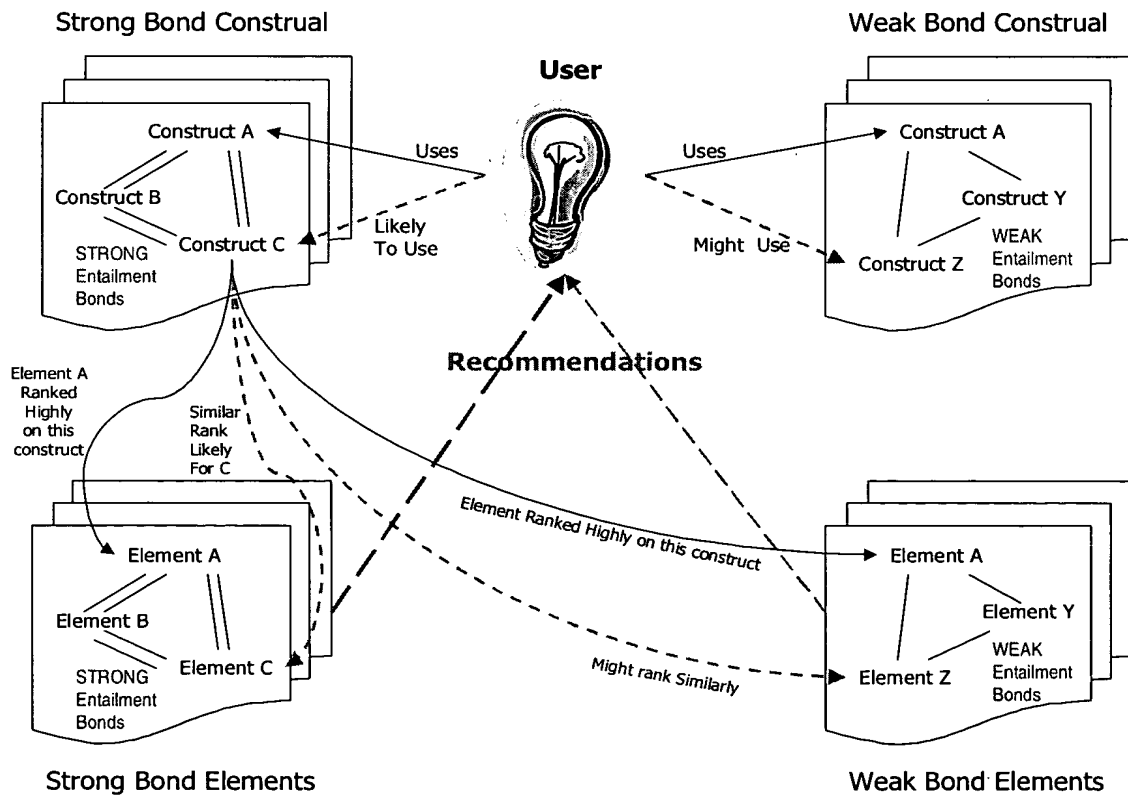
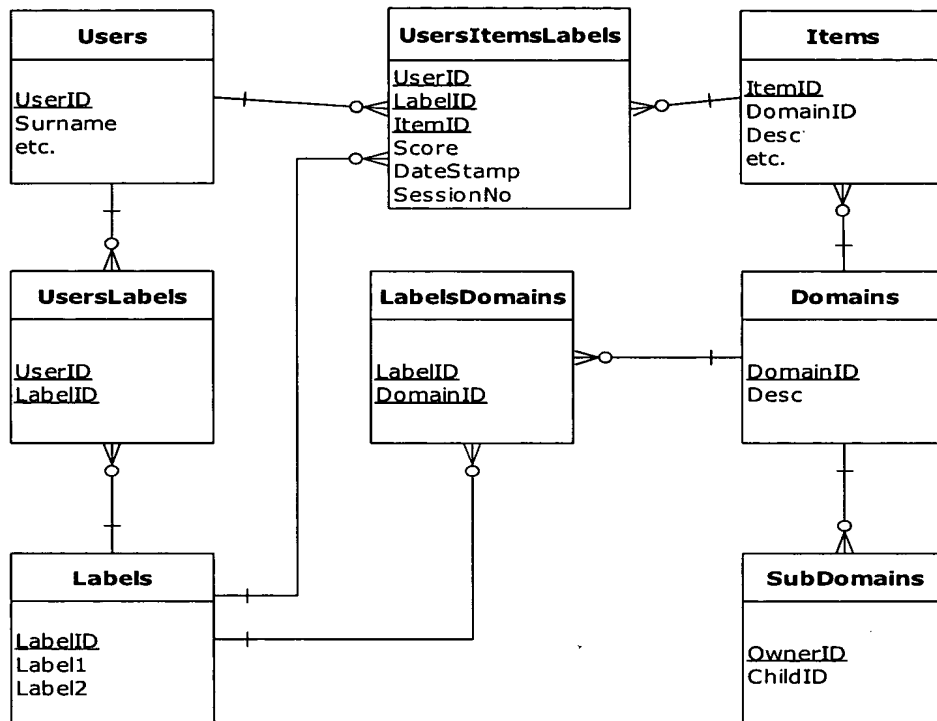


Fig 3

**Terminology:**

**Label** is a synonym for construct or attribute-pair,  
e.g.: patchy — comprehensive or, superficial — in-depth;

**Domain** is a synonym for area or perhaps type,  
e.g.: books, cookery books, eastern cookery, thai cooking.

Note the SubDomain stores information about the kind of hierarchy I've just used wherein thai cooking is a subset of the class eastern cookery, etc..

**Items** is a synonym for element or product.

Fig 4

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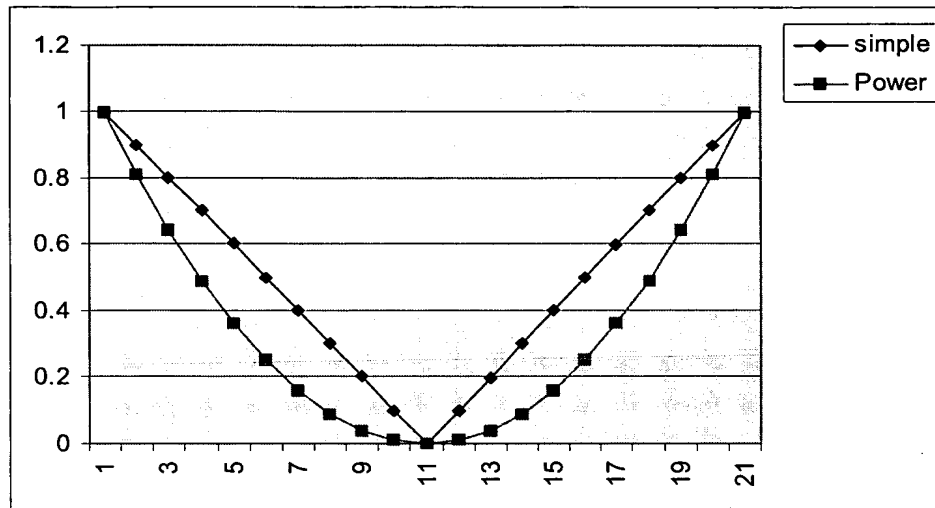


Fig 5

# Overview

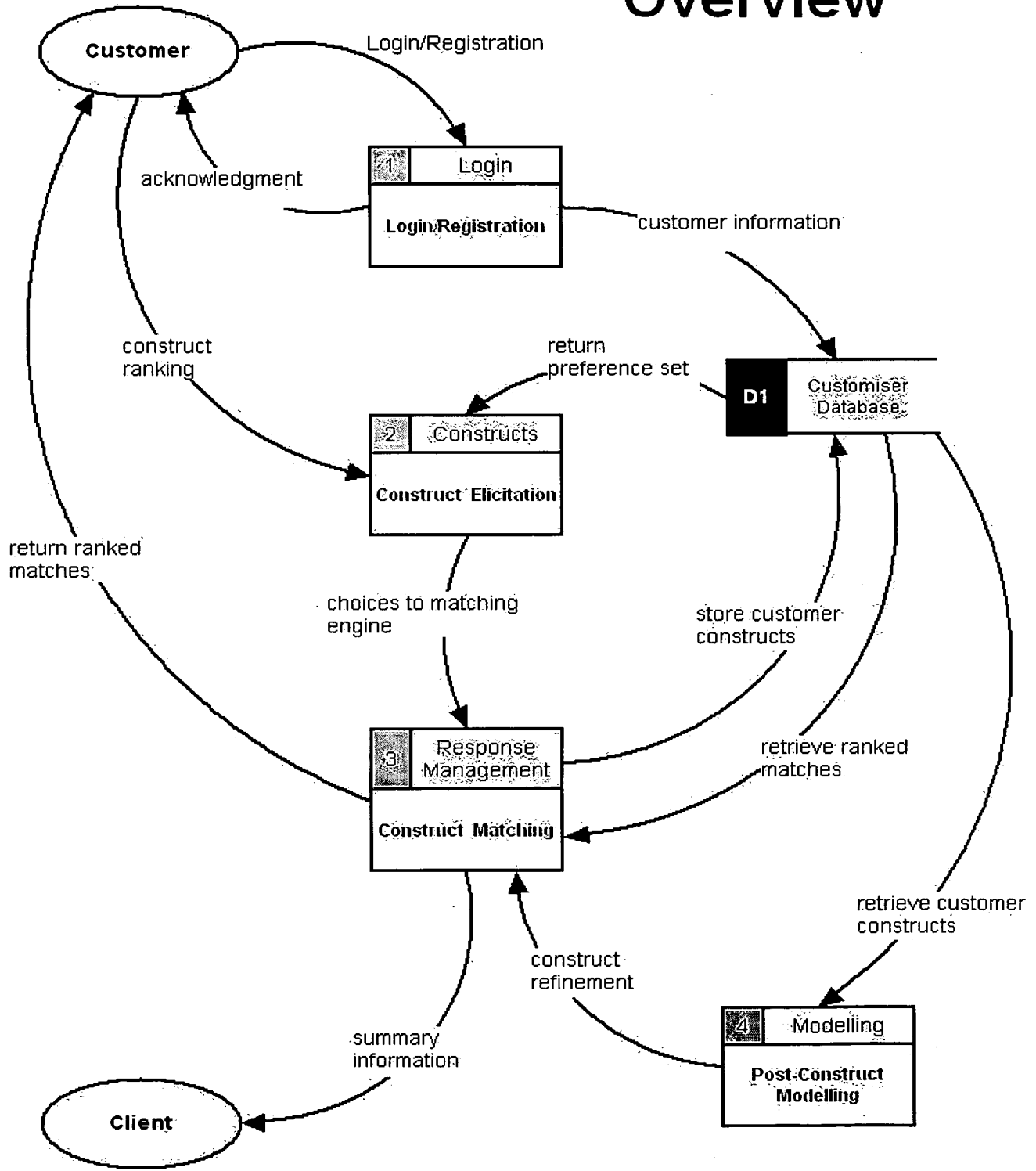


Fig 6

# Response Management

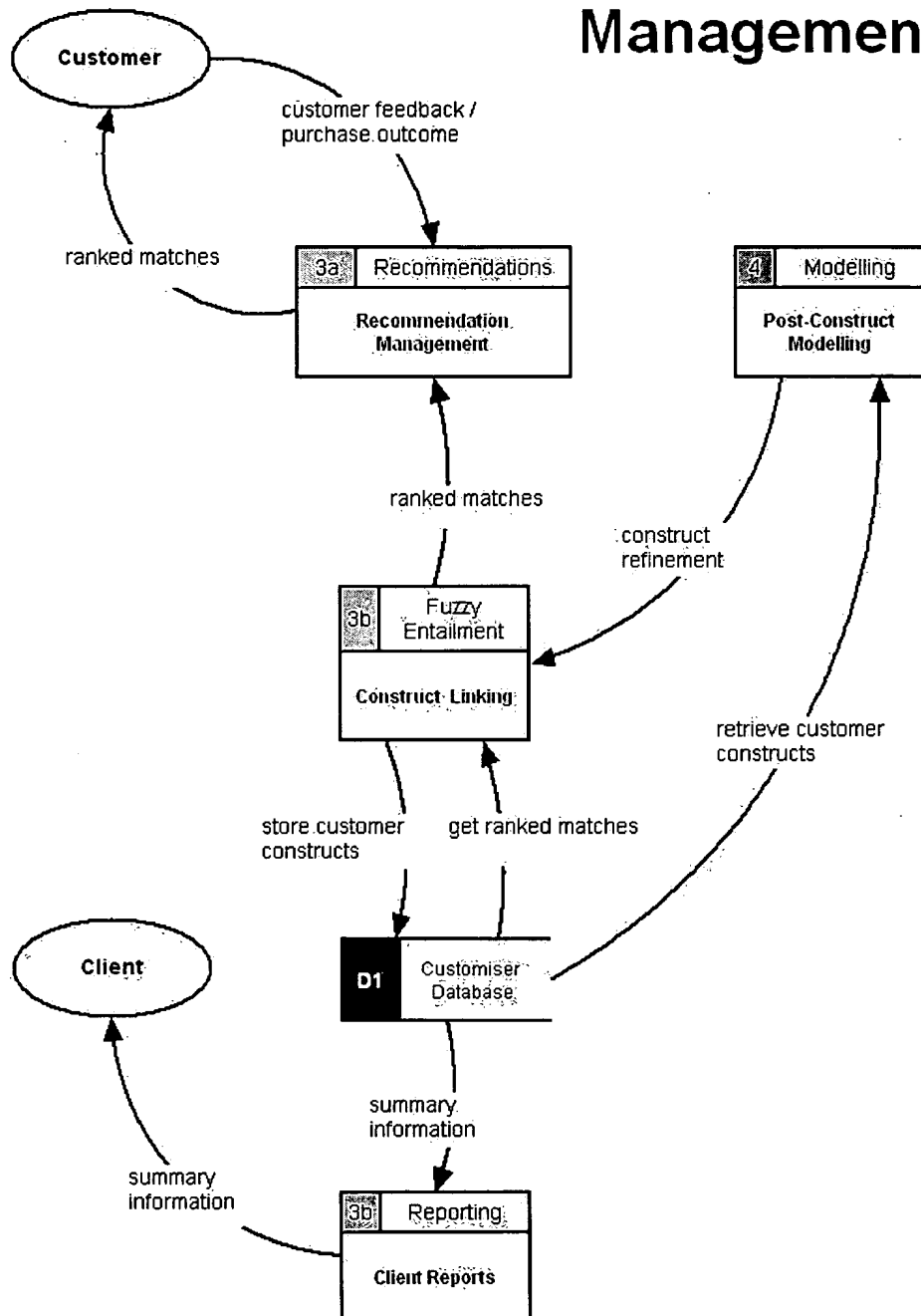


Fig 7

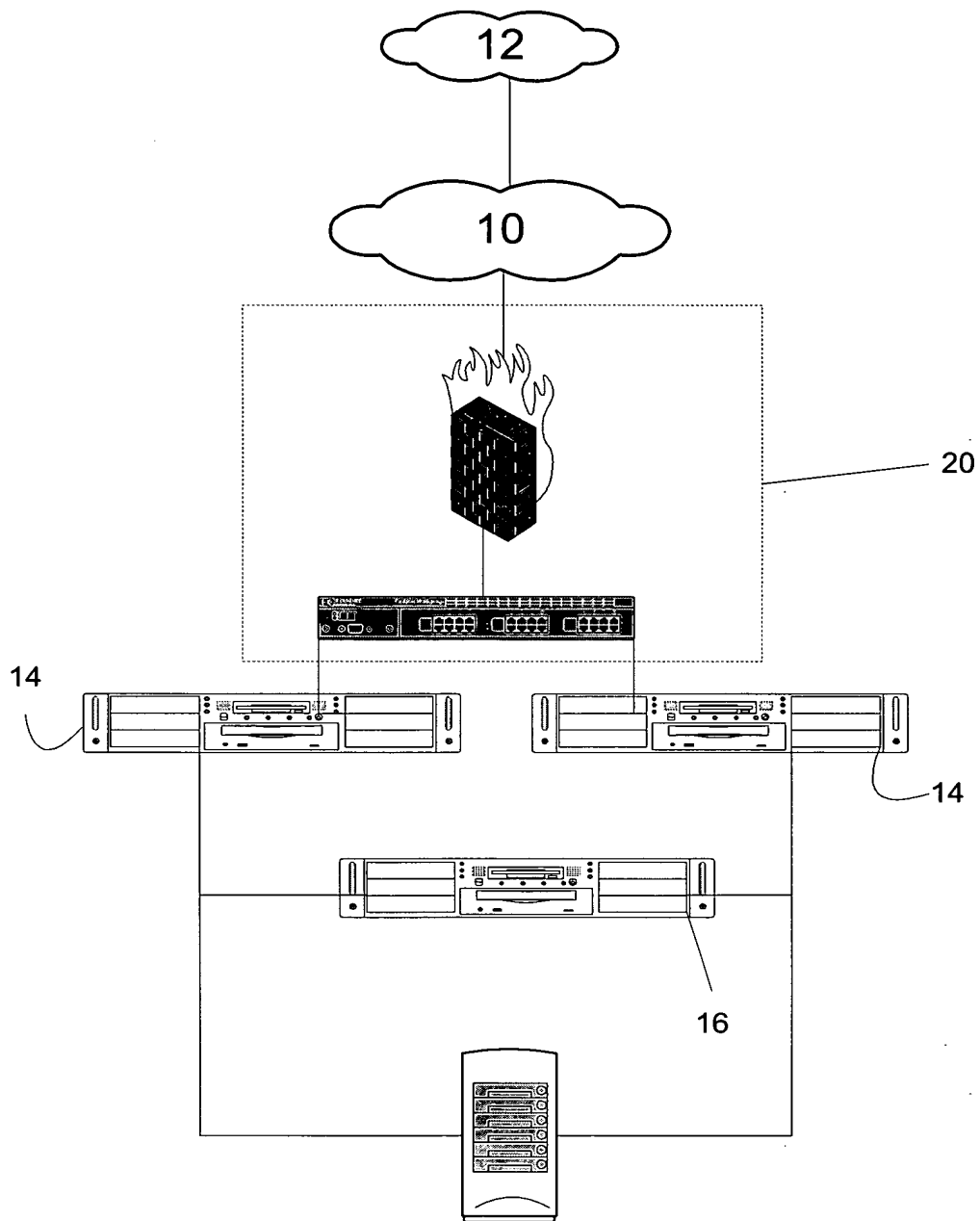


Fig 8

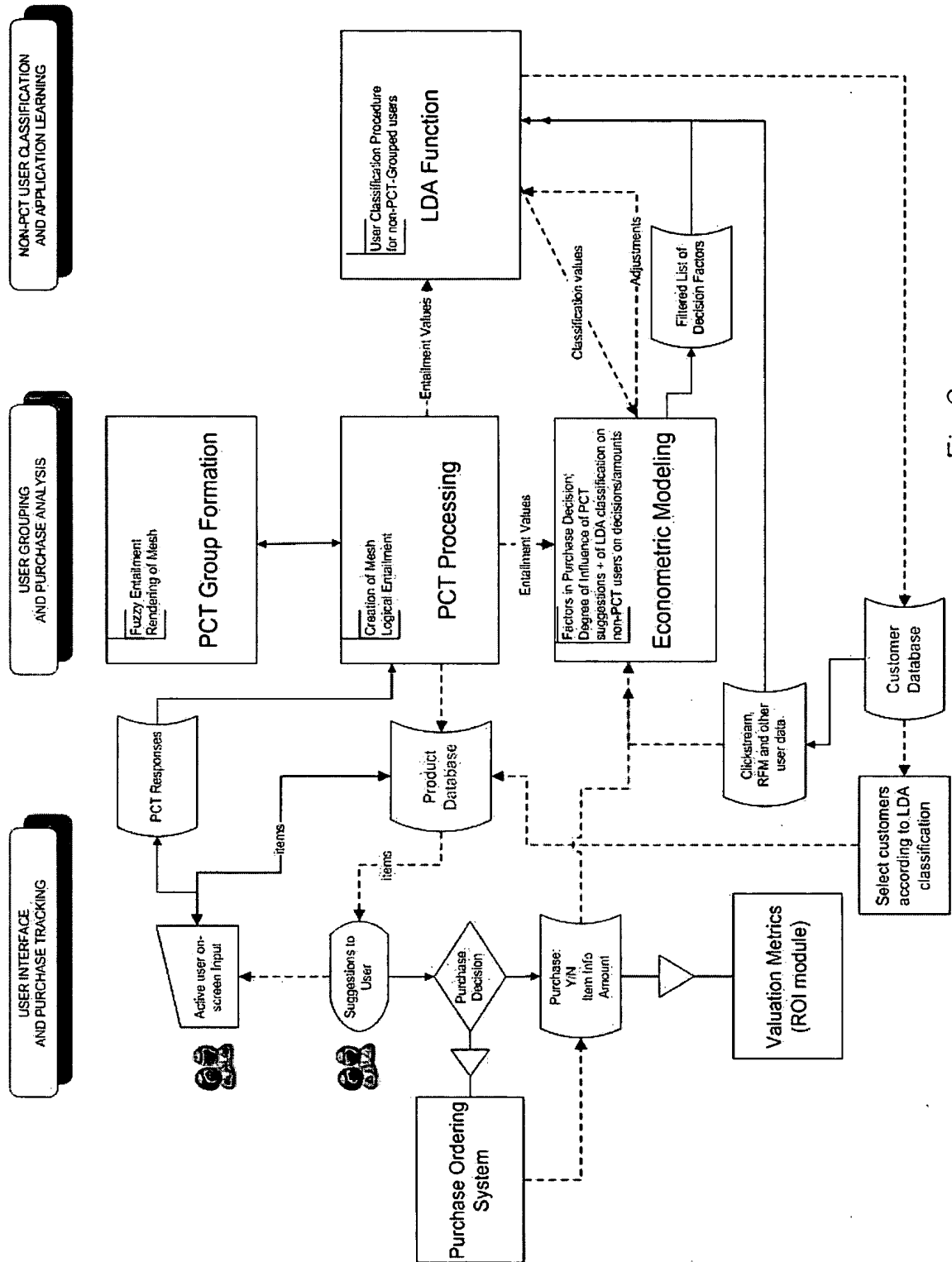


Fig 9